

Canadian Radio-television and
Telecommunications CommissionConseil de la radiodiffusion et
des télécommunications canadiennes

Canada

**News Release**

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CRTC WEB PAGE SURPASSES 100,000 HITS

OTTAWA/HULL - After only four months of operation, the CRTC's home page on the Internet has attracted 107,000 users. The page is being accessed an average of 26,685 times a month.

Since April 3, when the Commission went on-line with the first federal government full-function site on the World Wide Web, users have had access to all CRTC decisions, public notices, news releases and speeches, as well as to archival information and other documents useful to clients and the public. All listings are available under stand-alone English and French menus.

The easy-to-use table of contents gives users a choice of nine self-explanatory categories to choose from. Regular users most often turn to Current News for daily news releases, summaries of public notices and decisions, and a look-ahead to upcoming notices, hearings, announcements and speeches.

Other menu options provide information on specific topics, including how to file telecommunications and broadcasting complaints, key telephone numbers and contacts, and CRTC approaches to social issues such as television violence. The home page also gives users access to related government agencies in Canada, the United States and the European Union, as well as to important research databases.

The CRTC Internet site is especially useful for Canadian journalists and freelance writers for magazines, newsletters and newspapers who specialize in telecommunications and/or broadcasting issues. The two o'clock afternoon daily update of material allows writers working to deadline to personally read and study Commission decisions and announcements the moment they are made public. One regular user, a correspondent for a trade publication in the United Kingdom recently wrote: "I will no longer need to be on your mailing list since I can find out everything I need to know right here."

"As an organization, our processes of information sharing and consultation are perhaps the most open in government", CRTC Chairman Keith Spicer said. "Our home page takes this approach even further because it makes necessary information instantaneously accessible to thousands of individuals who communicate with us each year."

"The essence of our work is dialogue and we are now looking at ways of allowing the public to participate electronically in our proceedings", Mr. Spicer added. "This will eventually allow consumers to file interventions through the Internet and to express their views during public hearings without incurring travel costs."

The CRTC is also the first federal government agency to have its database available to users who use the central Canadian government network currently under development - the Government Information Finder Technology (GIFT) - and, as a participant in the GIFT pilot, has the first site where users can consult all documents available on-line.

Mr. Spicer concluded: "We believe that the GIFT project and our own World

Wide Web site represent two important steps towards making government and its operations more accessible and transparent to all our clients, whether citizens, industry, media, government or researchers."

The CRTC Internet address is: <http://www.crtc.gc.ca>

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